

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number.

PETITION FOR REVIVAL OF AN APPLICATION FOR PATENT ABANDONED UNAVOIDABLY UNDER 37 CFR 1.137(a)		Docket Number (Optional) 1875.4730000
First Named Inventor: David Chao Hua Wu Application Number: 10/629,797 Filed: July 30, 2003 Title: System and Method for Approximating Division		
Attention: Office of Petitions Mail Stop Petition Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450		
NOTE: If information or assistance is needed in completing this form, please contact Petitions Information at (571) 272-3282.		
The above-identified application became abandoned for failure to file a timely and proper reply to a notice or action by the United States Patent and Trademark Office. The date of abandonment is the day after the expiration date of the period set for reply in the Office notice or action plus any extensions of time actually obtained.		
APPLICANT HEREBY PETITIONS FOR REVIVAL OF THIS APPLICATION. NOTE: A grantable petition requires the following items: (1) Petition fee. (2) Reply and/or issue fee. (3) Terminal disclaimer with disclaimer fee – required for all utility and plant applications filed before June 8, 1995, and for all design applications; and (4) Adequate showing of the cause of unavoidable delay.		
<p>1. Petition fee</p> <p><input type="checkbox"/> Small entity – fee \$ _____ (37 CFR 1.17(l)). Applicant claims small entity status. See 37 CFR 1.27.</p> <p><input checked="" type="checkbox"/> Other than small entity – fee \$ <u>1,500.00</u> (37 CFR 1.17(l)).</p>		
<p>2. Reply and/or fee</p> <p>A The reply and/or fee to the above-noted Office action in the form of <u>Submission 35 U.S.C. § 1.114 and Preliminary Amendment</u> (identify the type of reply):</p> <p><input type="checkbox"/> has been filed previously on _____.</p> <p><input checked="" type="checkbox"/> is enclosed herewith.</p> <p>B The issue fee of \$ _____</p> <p><input type="checkbox"/> has been filed previously on _____.</p> <p><input type="checkbox"/> is enclosed herewith.</p>		

[Page 1 of 3]

This collection of information is required by 37 CFR 1.137(a). The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to take 8 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: **Mail Stop Petition, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.**

If you need assistance in completing the form, call 1-800-PTO-9199 and select option 2.

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**PETITION FOR REVIVAL OF AN APPLICATION FOR PATENT ABANDONED
UNAVOIDABLY UNDER 37 CFR 1.137(a)**

3. Terminal disclaimer with disclaimer fee

Since this utility/plant application was filed on or after June 8, 1995, no terminal disclaimer is required.

A terminal disclaimer (and disclaimer fee (37 CFR 1.20(d)) of \$ _____ for a small entity or \$ _____ for other than a small entity) disclaiming the required period of time is enclosed herewith (see PTO/SB/63).

4. An adequate showing of the cause of the delay, and that the entire delay in filing the required reply from the due date for the reply until the filing of a grantable petition under 37 CFR 1.137(a) was unavoidable, is enclosed.

WARNING:

Petitioner/applicant is cautioned to avoid submitting personal information in documents filed in a patent application that may contribute to identity theft. Personal information such as social security numbers, bank account numbers, or credit card numbers (other than a check or credit card authorization form PTO-2038 submitted for payment purposes) is never required by the USPTO to support a petition or an application. If this type of personal information is included in documents submitted to the USPTO, petitioners/applicants should consider redacting such personal information from the documents before submitting them to the USPTO. Petitioner/applicant is advised that the record of a patent application is available to the public after publication of the application (unless a non-publication request in compliance with 37 CFR 1.213(a) is made in the application) or issuance of a patent. Furthermore, the record from an abandoned application may also be available to the public if the application is referenced in a published application or an issued patent (see 37 CFR 1.14). Checks and credit card authorization forms PTO-2038 submitted for payment purposes are not retained in the application file and therefore are not publicly available.

8/31/07

Date

43,447

Registration Number, if applicable

(202) 371-2600

Telephone Number

1100 New York Avenue, N.W.

Address

Washington, DC 20005-3934

Address

Enclosure Fee Payment Reply Terminal Disclaimer Form Additional sheets containing statements establishing unavoidable delay Petition to Re-mail Office Action with Restart of Reply Period Under 37 C.F.R. § 1.181**CERTIFICATE OF MAILING OR TRANSMISSION (37 CFR 1.8(a))**

I hereby certify that this correspondence is being:

deposited with the United States Postal Service on the date shown below with sufficient postage as first class mail in an envelope addressed to **Mail Stop Petition**, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

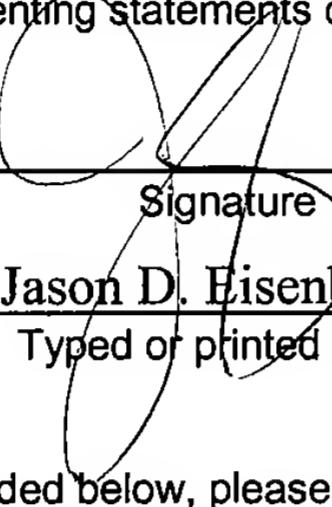
transmitted by facsimile on the date shown below to the United States Patent and Trademark Office at (571) 273-8300.

Date_____
Signature_____
Typed or printed name of person signing certificate

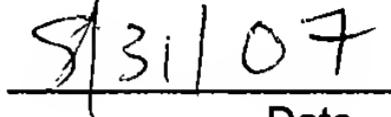
Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number.

**PETITION FOR REVIVAL OF AN APPLICATION FOR PATENT ABANDONED
UNAVOIDABLY UNDER 37 CFR 1.137(a)**

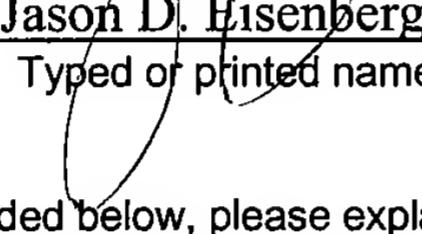
NOTE: The following showing of the cause of unavoidable delay must be signed by all applicants or by any other party who is presenting statements concerning the cause of delay.



Signature



Date



Jason D. Eisenberg
Typed or printed name

43,447

Registration Number, if applicable

(In the space provided below, please explain in detail the reasons for the delay in filing a proper reply.)

See Petition to Re-mail Office Action with Restart of Reply Period Under 37 C.F.R. § 1.181

(Please attach additional sheets if additional space is needed.)

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

David Chao Hua WU

Appl. No.: 10/629,797

Filed: July 30, 2003

For: **System and Method for
Approximating Division**

Confirmation No.: 9430

Art Unit: 2193

Examiner: Chat C. Do

Atty. Docket: 1875.4730000

**Petition to Re-mail Office Action with
Restart of Reply Period under 37 C.F.R. § 1.181**

Mail Stop: Petitions

Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450

Sir:

It is hereby petitioned that the Office Action ("Non-Final Rejection"), dated January 25, 2007, for the above captioned application be re-mailed and with a restart of the reply period. It is not believed that any fees are necessary. However, if a petition fee is necessary, the petition fee can be charged to Deposit Account No. 19-0036.

On December 16, 2006, the United States Patent and Trademark Office (herein the "USPTO") began a pilot program to provide a limited number of Private PAIR users with the option of receiving electronic notification of some outgoing correspondence related to their US patents and patent applications retrievable through Private PAIR, instead of a paper mailing of the correspondence (herein "E-Office Action Pilot Program"). A copy of a United States Patent and Trademark Office, OG Notices: 16 January 2007, Electronic Notification of Outgoing Correspondence (e-Office Action) outlining the E-Office Action Pilot Program is attached as Exhibit A.

On January 10, 2007, SKGF, via Customer Number 26111, opted-in to participate in the E-Office Action Pilot Program. SKGF provided an email address of the firm's docketing department (FADKT@skgf.com) to receive email notifications when a new outgoing correspondence has been prepared for the patents or patent applications associated with the user's Customer Number. The email notification indicates that documents listed on the email notification may or may not be available for view up to 3 business days.

On January 25, 2007, the Transaction History for the captioned application, as available on Public or Private PAIR, indicates the USPTO mailed a Non-Final Rejection, and a Notification of a Correspondence was posted on January 31, 2007. A copy of the "Transaction History" for U.S. Application No. 10/629,797, printed from Private PAIR for this Petition, is attached as Exhibit B. According to the SKGF docketing department, there is no record that a paper copy of the Non-Final Rejection was ever mailed by the USPTO to SKGF via standard U.S. postal mail service.

On January 25, 2007, SKGF opted-out of its participation in the E-Office Action Pilot Program because of problems encountered with the functionality and manageability of the USPTO correspondence received via the pilot program. A copy of a "Private PAIR e-Office Action Pilot Report Form" outlining the observations by SKGF of the e-Office Action Pilot Program is attached as Exhibit D.

On February 1, 2007, the SKGF docketing department received an email at the email address FADKT@skgf.com with subject line "Private PAIR Correspondence Notification for Customer Number 26111" indicating the existence of a new outgoing Atty. Dkt. No. 1875.4730000

correspondence for the captioned application. A copy of this email is attached as Exhibit C. This email included notifications related to other application numbers associated with Customer Number 26111, which have been redacted from Exhibit C since they are unnecessary to this proceeding.

On February 2, 2007, the Transaction History for the captioned application, as available on Public or Private PAIR, indicates an "electronic review" occurred for an outgoing correspondence(s) for the above captioned application. However, the SKGF docketing department has no record of viewing or processing the Non-Final Rejection that was posted to PAIR on January 31, 2007. Additionally, a search of the file jacket and the docketing records indicates that that no new outgoing correspondence from the USPTO was entered into the corresponding SKGF file, or processed in any way by the SKGF docketing department, during the Pilot Program. SKGF is unable to conclusively determine whether anyone in the firm ever viewed the Non-Final Rejection dated January 25, 2007 during the Pilot Program.

On August 21, 2007, the undersigned was informed by Carolyn Moore that an internal audit had revealed that the above-captioned application was abandoned. The undersigned first received notification of the outstanding Non-Final Rejection via this information, since the Non-Final Rejection was not entered into the SKGF docketing system while participating in the Pilot Program.

In support of this petition, Applicant submits below the declaration of Carolyn Moore, the head of docketing at SKGF.

In her petition, Ms. Moore declares and states:

1. She is the Docketing Administrator at Sterne, Kessler, Goldstein & Fox P.L.L.C. (hereinafter "SKGF"), located at 1100 New York Avenue, NW, Washington, DC 20005. She has 26 years of professional experience as an intellectual property support Manager, with 11 years of experience as a Docketing Administrator and 15 years as a Foreign Filing Administrator. She has been employed with SKGF for 21 years.
2. She has direct responsibility for monitoring, reviewing and docketing all incoming correspondence for SKGF.
3. That the correspondence in paragraph (2) included all correspondence received from the United States Patent and Trademark Office (USPTO) during SKGF's participation in the USPTO's Electronic Outgoing Correspondence Notification (e-Office Action) pilot program. SKGF participated in this pilot program beginning January 10, 2007, through January 25, 2007, for correspondence that was associated with USPTO customer no. 26111.
4. That in addition to her background credentials mentioned above, on December 14, 2006, she and others from the SKGF docketing department, (Karen Lynch, Rosanna Parra, Marco Sosa, Noveta Adams and Thomas Jackson), participated in a USPTO webinar training program for participants in this pilot program. Including myself, there is a combined approximately 100 years of professional intellectual property and docketing experience among the listed individuals. Most of these individuals have experience at SKGF ranging from 5 years to 26 years.
5. That to prepare for the pilot program, in addition to the above named SKGF docketing department personnel, SKGF Information Technology professionals (Vaughan Butts - Director of Information Technology and Teresa Neely - Business Application Specialist) participated in

the USPTO webinar training program for participants in this pilot program. The SKGF Informational Technology Department provided further training and assistance as needed to the SKGF docketing department during the pilot program.

6. That during the pilot program, the SKGF docketing department put in place a business routine that could reasonably be relied upon to avoid errors in docketing for correspondence that SKGF received under the pilot program. During the pilot program, e-mail notifications for customer no. 26111 were received at the SKGF Docketing Department email address "FADKT." This was an e-mail address that was already in use for other items and was checked at least daily.

7. That as the Docketing Administrator, she had direct responsibility for receiving and reviewing the email notifications for customer no. 26111. Among the e-mail notifications that were received during this program, were e-mail notifications for each respective application numbers as follows:

09/689,784 - e-mail notification received January 25, 2007;

10/629,797 - e-mail notification received February 1, 2007 (the above-cited application);

11/194,580 - e-mail notification received January 25, 2007;

10/685,801 - e-mail notification received January 13, 2007; and

11/126,600 - e-mail notification received January 25, 2007.

8. That a business routine was established for the pilot program, for e-mail notifications that were received as a result of the pilot program, to ensure that documents that were retrieved were then included with other USPTO correspondence that SKGF received by paper mail for entry into our docketing system. The procedure for the

pilot program included the following steps. A person in docketing who had been trained on using PAIR would go to private PAIR and go to the "View Correspondence" page for customer no. 26111. The outgoing correspondence was reviewed in Private PAIR and corresponding documents were printed for each listed application utilizing the Private PAIR Image File Wrapper interface via the View Correspondence page.

9. That in accordance with standard firm docketing procedures, each (printed) PTO document was logged into SKGF's Incoming Correspondence Log. Also, in accordance with standard firm docketing procedures, each (printed) PTO document was docketed in the firm electronic docketing system (IPMASTER) and secondary backup paper docketing system. However, for an unknown reason, although the SKGF docketing department received e-mail notification from the USPTO mentioning these applications, no office action for these applications was docketed into the SKGF docketing system.

10. That after the pilot program, on January 31, 2007 through February 1, 2007, a final audit and review was conducted of all the "outgoing correspondence" documents posted on the View Correspondence page for customer No. 26111 for the pilot program period of January 10, 2007 through January 25, 2007. All of the documents posted on the View Correspondence page as of January 31, 2007 for that period were printed out, verified with the firm Incoming Correspondence Log, verified in the firm docketing system (IPMASTER) and docketed if necessary. For an unknown reason, none of the missing the office actions for the above-mentioned applications were found in this review either.

Relief Requested

Based on the facts summarized *supra*, Applicant respectfully requests that the January 25, 2007 Non-Final Rejection Office Action be remailed and with a restart of the reply period.

Applicant Petition in the Alternative to Revive under 37 C.F.R. § 1.137(a) to Revive for Unavoidable Abandonment

Alternatively, Applicant respectfully petition to revive the above-captioned application for unavoidable abandonment. The entire delay in filing the required reply from the due date for the reply until the filing of a grantable petition under 37 C.F.R. § 1.137(a) was unavoidable.

The above-identified application became abandoned for failure to file a timely and proper reply to a notice or action by the United States Patent and Trademark Office.

The undersigned submits that the delay resulted from an error on the part of an employee in the performance of a clerical function, and that such error is sufficient to establish that the delay was an unavoidable delay. Ms. Moore's petition establishes that the delay was unavoidable as (A) a docketing error was the cause of the delay at issue; (B) there was in place a business routine for performing this docketing clerical function and this business routine could reasonably be relied upon to avoid errors in its performance; and (C) that Carolyn Moore and the other docketing employees involved with the pilot program were sufficiently trained and experienced with regard to the function and routine for performance of the docketing and reliance upon such employees represents the exercise of due care by the undersigned.

This petition is accompanied by a reply to the office action. The U.S. Patent and Trademark Office is hereby authorized to charge any fee deficiency, or credit any overpayment, to our Deposit Account No. 19-0036.

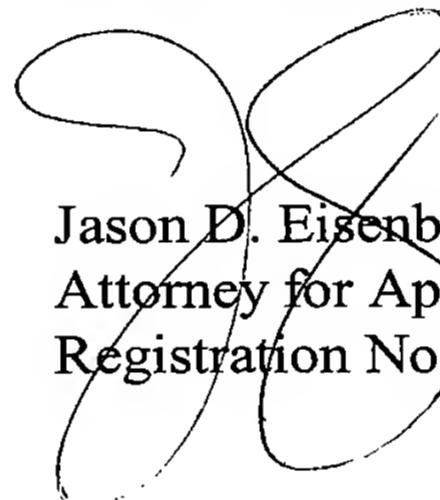
If the Petition to Re-mail Office Action is granted, Applicant respectfully requests that the Patent Office refund the fee for the Petition to Revive for Unavoidable Abandonment.

Relief Requested

Based on the facts summarized *supra*, Applicant respectfully requests that the application be revived.

Respectfully submitted,

STERNE, KESSLER, GOLDSTEIN & FOX P.L.L.C.



Jason D. Eisenberg
Attorney for Applicant
Registration No. 43,447

Date: 8/31/07

1100 New York Avenue, N.W.
Washington, D.C. 20005-3934
(202) 371-2600

716640_1.DOC

Atty. Dkt. No. 1875.4730000

Exhibit A

United States Patent and Trademark Office OG Notices: 16 January 2007**Electronic Notification of Outgoing Correspondence
(e-Office Action)**

Effective December 16, 2006, the United States Patent and Trademark Office (Office) will begin a pilot program to provide a limited number of Private PAIR users with the option of receiving electronic notification of some outgoing correspondence related to their US patents and US national patent applications retrievable through Private PAIR instead of a paper mailing of the correspondence. Patent Cooperation Treaty (PCT) applications will not be included in this pilot.

Participants in this pilot program will no longer receive paper mailings for most correspondence originating from a Technology Center. However, since several areas of the Office have independent mailing processes, pilot participants will continue to receive paper mailings for correspondence originating from several areas of the Office including, but not limited to: Office of Initial Patent Examination, Petitions, PCT, Appeals, Publications, Interference, and Reexamination.

A Private PAIR user will be able to opt-in to receive electronic mail message (email) notifications of outgoing correspondence by selecting the appropriate choice on the Customer Number Details screen for a customer number associated with a correspondence address after logging in to Private PAIR and providing between one and three email addresses to be used for these notifications. The Private Pair user must be a registered patent attorney or agent of record, or a pro se inventor who is a named inventor in the application associated with the customer number through which Private PAIR is accessed. The Office will then send a notification to each provided email address if a new outgoing correspondence has been prepared for the patents or patent applications associated with the user's Customer Number. Each email notification will list all applications, associated with the corresponding Customer Number, in which new outgoing correspondence was prepared for the corresponding electronic application files within the preceding 24 hours. Each email notification will be entered into the corresponding application files. The new outgoing correspondence will become available for viewing and downloading through Private PAIR within two business days of the date of the email notification.

Applicants will have the ability to opt-in or opt-out of receiving electronic notification of Office actions at any time. However, the status of each individual outgoing correspondence, whether electronic or paper, will be determined at the time of the printing of the form PTOL-90 cover sheet (at the time the outgoing correspondence becomes available for viewing, i.e., the date indicated on the correspondence).

The email notification described above will be sent after the Office action has been prepared and entered into the record. The period for reply to any Office correspondence to which a reply is required will commence on the date indicated on the outgoing Office correspondence (i.e., the date the correspondence becomes available for viewing). The date indicated on the Office correspondence will also be considered the date of mailing of such outgoing correspondence for all other purposes (e.g., 37 CFR 1.71(g)(2), 1.97(b), 1.701 through 1.705). The Office communication will become available for downloading and viewing through Private PAIR on the date indicated on the correspondence.

If none of the documents in each of the applications listed in the email notifications are viewed or downloaded through Private PAIR within seven calendar days after the emails are sent, a courtesy postcard notifying the applicant of the availability of electronic Office action will be mailed to the correspondence address associated with the applicant's corresponding Customer Number for each of those applications. The mailing of a courtesy postcard will not restart the time period for reply, and the period for reply to any outgoing Office correspondence to which a reply is required will continue to be measured from the date indicated on such outgoing Office correspondence.

Please note that the email notification procedure outlined above is simply an automated email sent by the Office to alert applicant that an official Office correspondence has been entered in the official record that will be available for viewing via private PAIR. It is not an email sent by the examiner and does not alter the Office policy prohibiting an applicant or examiner from engaging in improper email correspondence. See MPEP section 502.03.

The e-Office Action Pilot Program will begin with a limited number of participants. The Pilot Program will last approximately six months. Upon the conclusion of the pilot program the success of the pilot will be evaluated. At that time decisions will be made as to whether or not to make modifications to the e-Office action program and whether or not to permanently implement the program.

Thus, if the pilot program is successful and a decision is made to permanently implement the program, it is expected that the e-Office Action Program will go into full production sometime around June 2007 at which point the program will be open to all users (registered patent attorney or agent of record, or a pro se inventor who is a named inventor in the application associated with the customer number through which Private PAIR is accessed) having a Customer Number and access to Private PAIR.

For further information please contact the Patent Electronic Business Center (EBC) 866-217-9197 (toll-free) or 571-272-4100 Monday through Friday from 6 a.m. to 12 Midnight Eastern Time or send e-mail to ebc@uspto.gov.

December 19, 2006

JOHN DOLL
Commissioner for Patents

Exhibit B

10/629,797 System and method for approximating division

08-29-
2007::17:03:21**Transaction History**

Date	Transaction Description
02-02-2007	Electronic Review
01-31-2007	Email Notification
01-25-2007	Mail Final Rejection (PTOL - 326)
01-22-2007	Final Rejection
01-07-2007	Date Forwarded to Examiner
12-21-2006	Response to Election / Restriction Filed
12-08-2006	Mail Restriction Requirement
12-08-2006	Mail Examiner Interview Summary (PTOL - 413)
11-05-2006	Examiner Interview Summary Record (PTOL - 413)
12-07-2006	Requirement for Restriction / Election
10-20-2006	New or Additional Drawing Filed
11-02-2006	Date Forwarded to Examiner
10-20-2006	Response after Non-Final Action
07-28-2006	Mail Non-Final Rejection
07-24-2006	Non-Final Rejection
05-19-2006	IFW TSS Processing by Tech Center Complete
02-04-2004	Change in Power of Attorney (May Include Associate POA)
03-22-2006	Case Docketed to Examiner in GAU
01-07-2005	Case Docketed to Examiner in GAU
04-26-2004	Case Docketed to Examiner in GAU
07-30-2003	Oath or Declaration Filed (Including Supplemental)
01-06-2004	Application Return from OIPE
01-06-2004	Application Return TO OIPE
01-05-2004	Application Dispatched from OIPE
01-06-2004	Application Is Now Complete
12-30-2003	Cleared by OIPE CSR
12-26-2003	IFW Scan & PACR Auto Security Review
07-30-2003	Initial Exam Team nn

[Close Window](#)

Exhibit C

Shanova Banks

From: Thomas Jackson
Sent: Thursday, August 30, 2007 9:30 AM
To: Shanova Banks
Subject: FW: Private PAIR Correspondence Notification for Customer Number 26111

-----Original Message-----

From: PAIR_eOfficeAction@uspto.gov [mailto:PAIR_eOfficeAction@uspto.gov]
Posted At: Thursday, February 01, 2007 5:27 AM Posted To: FADKT
Conversation: Private PAIR Correspondence Notification for Customer Number 26111
Subject: Private PAIR Correspondence Notification for Customer Number 26111

Feb 01, 2007 05:27:08 AM

Dear PAIR Customer:

STERNE, KESSLER, GOLDSTEIN & FOX P.L.L.C.
1100 NEW YORK AVENUE, N.W.
WASHINGTON, DC 20005
UNITED STATES

The following USPTO patent application(s) associated with your Customer Number, 26111, have new outgoing correspondence.

This correspondence will be available on Private PAIR within 3 days of the date of this email notification.

The official date of notification of the outgoing correspondence will be indicated on the form PTOL-90 accompanying the correspondence.

Application Attorney Docket No.

09908744	1427.0010005/MAC/MBT
10629797	1875.4730000

To view your correspondence online or update your email addresses, please visit us anytime at <https://sportal.uspto.gov/secure/myportal/privatepair>.

If you have any questions, please email the Electronic Business Center (EBC) at EBC@uspto.gov or call 1-866-217-9197 during the following hours:

Monday - Friday 6:00 a.m. to 12:00 a.m. Eastern Standard Time (EST)

Thank you for prompt attention to this notice,

UNITED STATES PATENT AND TRADEMARK OFFICE PATENT APPLICATION INFORMATION RETRIEVAL SYSTEM

Exhibit D



Private PAIR e-Office Action Pilot Report Form

"Problem Report / Enhancement Request"

Attach any relevant documentation and email to: PAIR@USPTO.gov. Please use this form to report any comments, ideas or problems to the USPTO. We will record them and respond accordingly. Your feedback is useful for future enhancements and releases. Thank you for your opinions and time.

Title of problem or enhancement: Date problem occurred:				
Operating System: <input type="checkbox"/> Windows NT <input type="checkbox"/> Windows ME <input type="checkbox"/> Windows 2000 <input checked="" type="checkbox"/> Windows XP <input type="checkbox"/> Macintosh <input type="checkbox"/> Linux <input type="checkbox"/> Other	Organization: Sterne, Kessler, Goldstein & Fox P.L.L.C. Phone: (202) 371 2600			
Browser: <input type="checkbox"/> Mozilla Firefox <input checked="" type="checkbox"/> Microsoft Internet Explorer <input type="checkbox"/> Netscape <input type="checkbox"/> Mac Safari <input type="checkbox"/> Other	Contact Name: Marilen Manzo Email: mbmanzo@skgf.com			
Issue Type: (Choose as many as apply)	Technical <input checked="" type="checkbox"/> Bug / Problem <input checked="" type="checkbox"/> Enhancement Request <input type="checkbox"/> User Guide	Legal <input type="checkbox"/>	Business Process <input checked="" type="checkbox"/>	Marketing / Training <input type="checkbox"/>
Stage in workflow where issue is relevant:	<input type="checkbox"/> Did not receive the expected e-mail <input type="checkbox"/> Received duplicate notifications (e-mail and postal mail) <input type="checkbox"/> Electronically "viewed" document and status was marked as "not viewed" <input type="checkbox"/> Did not receive the courtesy reminder postcard <input type="checkbox"/> Please see comments listed on the attached.			



Private PAIR e-Office Action Pilot

Report Form

"Problem Report / Enhancement Request"

Attach any relevant documentation and email to: PAIR@USPTO.gov. Please use this form to report any comments, ideas or problems to the USPTO. We will record them and respond accordingly. Your feedback is useful for future enhancements and releases. Thank you for your opinions and time.

SEARCHED	SEARCHED	INDEXED	FILED
Date problem occurred:			

Description of Issue:

- Currently, the 'Outgoing Correspondence List' is designed for viewing purposes only, i.e., the user must go into each application and select the Image File Wrapper (IFW) button to download, save and print the complete document. (this feature is cumbersome, not user friendly and very time consuming).
- The user must return to the Outgoing Correspondence List and repeat the above process for each application, i.e., the user must go into each application and select the Image File Wrapper (IFW) button to download, save and print the complete document. - there is no next or navigational feature from the Image File Wrapper and/or application that integrates with the Outgoing Correspondence List. (this feature is cumbersome, not user friendly and very time consuming).
- The addition of a download feature and/or add the Image File Wrapper (IFW) button on the Outgoing Correspondence View would be extremely helpful to allow more efficient interaction with the documents.
- The PDF viewer feature is slow to load additional pages of the document. - It is faster once it's been downloaded from the IFW of the application.
- Allow the *Outgoing correspondence notification log* to be filtered by 1 day or user defined. (Currently, the lowest number of days is 7 and it would be more manageable to allow the user to define the data set - We would like to limit the number of documents we see on the outgoing correspondence to 1 day. This makes it easier to print/download the documents).
- We were having problems with some documents not converting to PDF compression - this issue has been resolved. However, please note that the IFW wrapper does not make the document full-text searchable. In order to do this, we had to use an existing utility. This utility is now compressing and making the downloaded PDF full-text searchable. It would be more user friendly if the document was already full text searchable.
- The *PDF page count* is inconsistent in the PDF viewer, i.e., the page count at the top of the PDF viewer is different than the page count at the bottom . Both numbers should reflect the same count. For example, if a PDF has seven pages. the count should reflect the exact number of pages. We notice that one document had seven pages and the PDF count was showing 1 of 1. If there is seven pages to this document, if we were on page one of the pdf it should say 1 of 7 and not 1 of 1. Of course, this isn't a problem if we use the IFW wrapper because it will download the correct number of pages.
- The email notification does not always list all of the documents imaged on a particular date.
- When filtering on a particular column in the outgoing correspondence notification log (*i.e. Mail Date*), the filter doesn't stick after you logout; you have to re-apply the filter when you access the outgoing correspondence notification log.
- Duplicate copies of formality documents are received via regular US Postal mail which creates double processing (this is time consuming).
- We notice slow performance when we were navigating from the Outgoing Correspondence View to the IFW wrapper. It was taking about 40 seconds to navigate from screen to screen.

Suggestions:

- Opt out of the program beginning tomorrow for the following reasons:
 - a. It is time consuming to navigate between the Outgoing Correspondence List and the Image File Wrapper (IFW) to download and print each document. There is no additional time savings at this point - we can open the mail faster.
 - b. Wait for further enhancements before opting in.



Private PAIR e-Office Action Pilot Report Form

“Problem Report / Enhancement Request”

Attach any relevant documentation and email to: PAIR@USPTO.gov. Please use this form to report any comments, ideas or problems to the USPTO. We will record them and respond accordingly. Your feedback is useful for future enhancements and releases. Thank you for your opinions and time.